FEDERAL AVIATION ADMINISTRATION
FLIGHT INSPECTION SERVICES

TECHNICAL SUPPORT SERVICES

PERFORMANCE WORK STATEMENT

Oct 1, 2012
Revision

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FLIGHT INSPECTION SERVICES
SUPPORT SERVICES

1.0 Background

This effort requires a contractor to provide Support to assist Flight Inspection Services in meeting requirements that are critical to the mission of aviation safety. The support services are required to assist in ensuring the adequacy and accuracy of air navigation facilities, inspection and validation of flight procedures, providing maintenance and engineering for the flight inspection aircraft fleet and related support functions.
Flight inspection ensures the integrity of instrument approaches and airway procedures that constitute our National Airspace System infrastructure and the FAA's international and Department of Defense commitments. We accomplish this through the airborne inspection of all space and ground-based instrument flight procedures and the validation of electronic signals in space that are transmitted from approximately 13,500 various navigation systems. Airborne inspection of navigational aids is a two-part operation, requiring the skills of highly trained flight crews.
Flight Inspection Services (FIS) consists of three different groups. They are the Flight Inspection Operations Group, the Flight Program Services Group, and Aircraft Maintenance and Engineering Group.

The **Flight Inspection Operations Group** has four teams and six field offices. The teams are located in Oklahoma City, OK at the Mike Monroney Aeronautical Center (MMAC) and are made up of the Technical Services Team, Standards Team, Flight Operations Team, and Aircraft Configuration Team.
The Technical Services Team establishes National policy, procedures, and standards for conducting flight inspection. The Standards Team manages the Flight Inspection Operations Flight Safety Program and provides the aircrew resource center, FSDO coordination, and maintains flight manuals. The Flight Operations Team establishes and administers flight crewmember training. The Aircraft Configuration Team manages flight test and evaluations and quality assurance of flights.
The six (6) Flight Inspection Field Offices, located throughout the continental United States and one in Anchorage, Alaska perform flight inspection activities to certify navigational aids (NAVAIDs) and instrument flight procedures. International operations as well as those in Hawaii are conducted from the Oklahoma City Flight Inspection Field Office located in Oklahoma City. The Anchorage FIFO, based in Anchorage, AK is responsible for scheduling and performing flight inspection activities primarily in Alaska. The Atlanta FIFO, based in Atlanta, GA is responsible for scheduling and performing flight inspection activities primarily in the Southern Region. The Atlantic City, FIFO, based in Atlantic City, NJ is responsible for scheduling and performing flight inspection activities primarily in the Eastern and Northeast Regions. The Battle Creek FIFO, based in Battle Creek, MI is responsible for scheduling and performing flight inspection activities primarily in the Great Lakes and Central Regions. The Oklahoma City FIFO, based in Oklahoma City, OK is responsible for scheduling and performing flight inspection activities primarily in the Southwest and Central Regions. The Sacramento FIFO, based in Sacramento, CA is responsible for scheduling and performing flight inspection activities primarily in the Northwest and CONUS Western-Pacific Regions.

The **Flight Program Services Group** consists of the Program Integration Team, the Planning and Acquisition Team, and Mission Control Team.
The Program Integration Team (PIT) provides project support in development of requirements for major aircraft purchases, spare parts, and avionics equipment along with budget formulation and execution, purchase requests, and coordinating technical support of acquisition programs. The PIT coordinates all the Facilities and Equipment requirements through the Flight Program Technical Advisory Group (FPTAG) for project approval or denial.
The Planning and Acquisition Team (PAT) provides data concerning funding, initiated purchase requests, contract status reports, and contract administration support for labor hour, training, subscription services, and miscellaneous purchases for new and existing contracts. The PAT is also responsible for maintaining and initiating any new and existing agreements - domestic and international. Customers include but are not limited to all Federal, State, local & International entities.
The Mission Control Team (MCT) is responsible for developing the flight inspection itinerary, planning and coordinating workload accomplishments. The MCT's Flight Inspection Records Office requirement has the

primary responsibility of processing flight recordings received on a weekly basis from the six (6) Flight Inspection Field Offices (FIFOs). Aircraft Maintenance Control is the focal point for all aircraft maintenance activities. Flight Inspection Central Operations (FICO) also includes dispatch and flight-following, crew/aircraft scheduling, coordination of activities and post-flight processing, while supporting and promoting development of information technology systems and interfaces. The FICO is the umbrella term for three functional FIS components which consist of the Mission Control Team, Flight Control Team, and Maintenance Control Team. The Flight Control Team (FCT) is responsible for dispatching and coordinating Flight Inspection and other federal aircraft movements, and provides assistance with scheduling in support of Flight Inspection and other flight programs.

The **Aircraft Maintenance and Engineering Group** provides maintenance support for the flight inspection aircraft fleet. FIS operates and maintains a fleet of approximately 32 uniquely equipped aircraft in accordance with Federal Aviation Regulation (FAR) Part 135. Flight Inspection operations are conducted both domestically and internationally. They provide in-flight evaluation of both civil and military navigational aids in support of the National Airspace System (NAS). The FIS aircraft fleet is maintained to the high standards of a Continuous Airworthiness Maintenance Program (CAMP), which is also required and used by the civil air carrier industry. Flight Inspection Field Offices (FIFO) maintenance missions are to inspect and maintain the aircraft assigned to their FIFO. This entails performing routine maintenance, scheduling inspections, and assuring the aircraft make their missions, along with filling requested parts orders, shipping and receiving those parts and general supplies. Engineering is responsible for developing and implementing FAAs flight inspection capability, thereby ensuring the accuracy and integrity of navigational facilities and instrument procedures. Responsibilities include design, specification development, acquisition oversight, and maintenance support. Engineering is recognized as a worldwide authority in the flight inspection arena, providing technical guidance and related engineering services to countries around the globe. Under its Organization Designation Authorization (ODA), Engineering has authority to develop and approve data for aircraft major alterations and repairs and to issue Supplemental Type Certificates. The internal ODA is authorized by the FAA Aircraft Certification Office to provide regulatory certification and approval of data for alterations and repairs performed on FAA Flight Inspection aircraft by the FIS repair station. The Aircraft Maintenance and Engineering Division develops engineering data for these alterations and repairs.

Aircraft inventory is maintained by the Inventory Logistics and Maintenance (ILM) Suite that consists of an Intel based web server, a UNIX database server and web-enabled workstations distributed throughout the AJW-34 organization. The system is responsible for the support of NAS Flight Inspection Aircraft. The system is maintained by the ILM Program Support Team. Responsibilities include analysis, design, testing, training and end user support. The system is comprised of three primary modules: Security, Materials, and Maintenance. The Security module manages access rights to the various system components. The Materials module manages the purchase, repair, shipping, receiving, and issue of all assets. The Maintenance module manages the tracking and scheduling of all maintenance associated with flight inspection aircraft.

In addition to the aircraft maintenance support requirements of the Flight Inspection Program, Aircraft Maintenance and Engineering provides aircraft and flight equipment maintenance and modification services to other US, and foreign government aircraft flight programs/operators as an FAA approved FAR Part 145 Certificated Repair Station (CRS). FIS also has the additional capability to perform aircraft major alteration/modification as an FAA authorized Designated Alteration Station (DAS), and aircraft major repair by authorization of Special Federal Aviation Regulation (SFAR) 36. All services provided by Aircraft Maintenance and Engineering are accomplished in accordance with the policies, procedures, and guidelines required of similar civil and commercial sector activities.

2.0 Acronyms

AMS Acquisition Management System
COR Contracting Officer's Representative
FAA Federal Aviation Administration

FIS	Flight Inspection Services
GFE	Government Furnished Equipment
RSA	Remote Site Adjustment
SOW	Statement of Work
TM	Task Manager
TPWS	Task Performance Work Statement

3.0 Scope

The scope of these services will require technical analysis, business services and program support by contract personnel to assist in meeting the objectives of Flight Inspection Services offices. The services will be requested by task and funded by Delivery Order. Tasked requirements may be required for a level of effort during a specific period, or define completion dates for delivery of an identifiable end-product. The following functions are provided to indicate the general type of support services, which may be required under this contract:

(a) Development, revision, coordination, inspection, validation, and issuance of guidance, policies or procedures consistent with national policies and FAA/ATO goals and objectives.

(b) Development, implementation, program support and operation of systems, procedures, processes or functions designed to facilitate effective and efficient management and performance of programs.

(c) Implementation and maintenance of office automation systems and related activities.

(d) Conducting studies, evaluations, reviews, and analyses.

(e) Assistance in the development of standards and criteria governing the operational use of air navigation facilities.

(f) Program support maintenance, modification, and associated operation or engineering of FIS aircraft, avionics, and related equipment or programs not covered under other contracts.

(g) Technical support of administrative or technical programs, functions, and operations.

The contractor shall provide qualified employees to meet fluctuating tasked requests to fulfill short lead-time or emergency requirements. The assigned staff shall meet the qualification requirements defined herein to include knowledge of the current "state of the art" technology. The Contractor may also be required to interface with system integration contractors, equipment manufacturers, airport personnel, other government contractors and various FAA and US Government organizations when performing tasks ordered by the FAA.

NOTE: FAA personnel shall in no way be involved directly in the processes of hiring, selecting, work assignment, work related awards, disciplinary actions, approval of work schedules/absences, labor management issues, career planning or compensation for any individual working or with potential to work under this PWS. Any suspected or actual incident of FAA personnel being involved in these processes shall be reported to the Contracting Officer. FAA personnel are not authorized to participate in interviews or screening of resumes for the purpose of selecting personnel to work under this PWS.

3.1 Place of Performance

Most tasks requested will be performed at the Mike Monroney Aeronautical Center (MMAC), 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma, although a few tasks may require performance at Sacramento, CA. The specific place of performance will be identified on each TPWS.

3.2 Period of Performance

Services are required for a period of one year with additional support possibly being acquired annually if exercised by contract options. The contractor shall not be required to work on holidays nor on days observed in lieu of the holiday (except in emergency situations). In addition, performance shall not be required for any other

day or time designated by Federal Statue, Executive Order, or Presidential Proclamation. The following is a list of U.S. Federal Holidays:

(a)	January 1	New Year's Day
(b)	Third Monday in January	Martin Luther King Day
(c)	Third Monday in February	President's Day
(d)	Last Monday in May	Memorial Day
(e)	July 4	Independence Day
(f)	First Monday in September	Labor Day
(g)	Second Monday in October	Columbus Day
(h)	November 11	Veteran's Day
(i)	Fourth Thursday in November	Thanksgiving Day
(j)	December 25	Christmas Day

Adverse weather conditions or National emergencies may require the Center or local FAA site to close.

3.3 Time of Performance

Normal work hours for performance shall be during the core hours of 0600 to 1800 local Standard Time, Monday through Friday, excluding legal Federal holidays at the local facility site. FAA requires a 30-minute minimum meal break for six or more work hours. Some TPWS(s) requirements may require part-time support (less than 8 hours per day), or performance outside the normally prescribed work hours (alternate shift) or overtime as required and approved by the CO in advance to meet the FAA's mission.

4.0 Government Furnished Property and Services

The Government will provide, without cost to the contractor, the facilities, equipment, and materials defined below. The Government furnished property provided under this contract shall only be used by the contractor and its employees in performance of the contract and TPWS(s). General use of office equipment (telephone, computer, copy machine, etc.) will be available to contractor personnel, as needed, to perform work defined in individual TPWS(s). The Government will not furnish hand tools, safety shoes, safety glasses, ergonomic keyboards, or ergonomic chairs.

(a) Facilities. The Government will provide facilities at the MMAC or other government leased/owned facilities, which may be at remote locations. Facilities will normally include utilities; communication connection; and support and maintenance services as required. When government facilities are not available, the contractor may be required to provide facilities for TPWS performance.

(b) Materials. The Government will provide the contractor access to all referenced regulations, orders, handbooks, forms, changes, etc., required for TPWS performance.

(c) Expendable supplies. The Government will provide expendable supplies required for TPWS performance, (office supplies, paper, etc.).

(d) Adequate facilities will also be provided for Project Management functions.

(e) Furnishings. The Government will furnish a suitable working environment, e.g., desk, chair, file cabinet, etc. as required for TPWS performance.

(f) The Government will not provide expendable supplies for the Project Management function.

5.0 Contractor Furnished Property

Facilities/Equipment/Supplies. FAA reserves the right to request performance of services at the Contractor's facility. This may occur if space is unavailable for onsite contract performance at the MMAC, or other government

locations where work is required. A request will be issued and negotiations will be conducted for any request for a change of location.

6.0 General Performance Requirements

The contractor shall identify the project manager and alternate project manager who will have full authority to act for the contractor in all day-to-day matters relating to the contract, PWS and TPWS performance. The project manager shall serve as the initial point of contact for administrative and technical matters pertaining to the contract and individual TPWS(s). The Contract Project manager shall respond to all task requests. The response to task request shall identify qualified personnel, both in number and qualification to perform work described herein, and milestones to meet the deliveries and performance requested.

The Project Manager shall efficiently and effectively manage the performance under this contract to ensure all the necessary technical, business and program planning; organizing; managing; coordinating, and tracking (e.g. cost, schedule, deliverables), performance management, risk management, component procurement.
The Project Manager shall keep FAA FIS informed of any potential problems and make recommendations for solutions. The Project Manager shall serve as the initial point of contact for administrative and technical matters pertaining to the contract and individual TPWS(s). Any proposed changes to these individuals must be identified in advance to the CO for verification of qualifications.

(a) The project manager or alternate shall be available during the core hours of 0730 to 1600, Local Standard Time.

(b) The project manager shall ensure that assignments of personnel and that all employees are functioning within their designated labor categories and at acceptable levels of performance. The delivery of tasks ordered, and required reporting shall be completed in a timely manner and delivered on schedule.

(c) The project manager shall ensure performance and deliverables comply with all applicable Federal State and local laws, regulations, and code.

(d) The project manager is responsible for all in and out processing of contract employees to include security clearance paperwork, badging, and access to flight line or applicable areas. (It is the responsibility of the project manager to stay up to date on all security guidelines for the center in which their contract employees work.)

6.1 Management, Transition, Administration, Status Meetings and Reports

a) The Contractor shall perform all related contract management, administrative, transition services necessary for successful performance of the PWS and tasks ordered. The services under this contract are vital to the Government and must be continued without interruption. Performance of this contract includes exercising effort and cooperation for an orderly and efficient transition by Phase In or Phase Out tasks, Supervision, Quality Control, and Administration.

b) Phase In: A period not-to-exceed 30 days will be allowed for the transition from one contractor to another to be accomplished in a well-planned, orderly, and efficient manner. This period will be the time for initial orientation for contract administration and will provide a time for detailed operational orientation for contact supervisory personnel. It will include transfer of processes and responsibility upon the expiration of the current contract, and start date for the new services. The Contract services must as a minimum conduct the following in accordance with the PWS:

1. Identify personnel assignment and procedures necessary to perform assigned tasks.
2. Identify performance goals for each event in the transition.
3. Identify and conduct training and orientation activities not provided by the Government.
4. Identify facility resources and equipment.
5. Identify and plan for other training and actions necessary to ensure quality control.
6. Identify and initiate other FAA guidance

c) Phase Out: At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may revert to an in-house Government operation or may be awarded to another contractor. The contractor shall be required to assist in transition activities as identified by CO/ COR.

d) The contract Project Manager and CO or COR shall meet via regularly scheduled meetings to discuss the milestone status and performance completion. Problems and deficiencies should be identified and resolution proposed. Written minutes of each meeting shall be maintained by the Contractor and submitted within five calendar days. Any error identified by the COR shall be identified to the Contractor in writing within seven calendar days from receipt of the meeting minutes. Corrections shall be accomplished by the Project Manager and coordinated with the COR within three days. (Ref. CDRL 0004 Status Meeting reporting instructions). The Project manager, or alternate, shall accommodate unanticipated needs for conferences with the COR to discuss current or proposed tasks, or attend FAA/FIS meetings at MMAC, with as little as two hours notification. The contractor shall possess the capability to provide qualified employees to meet fluctuations in workload requirements and to fulfill short lead-time or emergency requirements.

e) All reports are defined as contract deliverables are defined by CDRLS (see attachments to the contract). The Contractor shall deliver each report no later than the fifth working day of the month following the reporting period. The Contractor shall coordinate with the CO or COR on all reports, letters, memoranda, project documentation, minutes of meetings, monthly reports, telephone conversation reports, trip reports and other written material. The contractor shall assure an electronic communications with FAA personnel will be required. Any document that is requested as part of the task performance work statement shall be coordinated through the COR or designee prior to distribution. Further, all documents that will be distributed outside the FAA shall be reviewed for sensitive and/or classified information in accordance with the Procurement Guidance (Revised 4/2012) (A. Security 3.a-c) issued under this contract prior to any distribution of draft or final versions of this document.

6.2 Travel

The Contractor may be required to travel to sites identified in the task order. All travel shall be authorized in advance by the FAA Contracting Officer and billed in accordance with Federal Travel Regulation and provisions of the contract. (ref. CDRL 0003 Travel Authorization Form for documentation instructions). The Contractor is responsible for the management and administration of travel arrangements for all contract personnel.

6.3 Support Tasks Requiring Time Outside of Shift

Task requirements may require performance outside of the normal business hours. The shift requirements are defined below:

a) Premium Time Directed by the Government. Premium time may be required as directed by the CO/COR. Premium time must be authorized in advance by the CO/COR only when necessary to meet work requirements exceeding a 40 hour work-week. Response times for emergency callbacks will be specified in TPWS(s) if required. Premium time will be paid at the premium rate specified in Section "B" of the contract.
b) Premium Time Requested by the Contractor. In the event the contractor deems premium time is necessary to satisfy TPWS requirements, the contractor shall submit a request to the COR/CO. The request shall define and justify the requirement for premium time. The COR, prior to performance, shall authorize requests for premium time. Premium time worked will be paid at the rate specified in Section "B" of the contract.
c) Night Pay Differential. Contract employees may be paid a night differential for any regularly scheduled work performed between 1800 and 0600. Regularly scheduled work for the purpose of night differential pay is work that

is scheduled in advance of an administrative workweek. Night Pay differential will be paid at the rate specified in Section "B" of the contract.

d) Sunday Pay. Contract employees may be paid a Sunday differential for any non-overtime work performed during their regularly scheduled shift when any part of the scheduled shift falls within the period commencing at midnight Saturday and ending at midnight Sunday. Sunday pay will be paid at the rate specified in Section "B" of the contract.

6.4 Policy, Regulatory, or Technical Document Review

The contractor may have a need to conduct review of FAA documentation to perform tasks. Any task requiring review of FAA documentation or reports will be conducted to provide written comments on the technical accuracy and completeness of each document. The results of the review shall be provided in writing as a deliverable.

All documents requested shall be prepared on behalf of the FAA. The FAA shall retain all rights to such data, documents, and shall not be independently published or distributed without prior written permission from the FAA. No documents, reports, information, etc. may be released to the public or provided to any party other than the FAA and it's contractors with Security Sensitive information and classification review in accordance with the Procurement Guidance (Revised 4/2012) (A. Security 3.a-c) and written approval of the FAA.

6.5 Quality Control

The Contractor shall identify and maintain a quality control system to ensure the Government receives quality services as specified in the contract. The Project Manager shall ensure that his/her employees observe and comply with all FAA/FIS policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, identification, security, traffic, parking, gratuities, conduct and limited access areas. Some tasks that are performed by certified staff may require that employees submit to testing for prohibited drugs.

Mutual agreement shall be accomplished prior to receiving FAA authorization to proceed. The CO or designee shall authorize all tasks ordered, and coordinate with the Contractor Project Manager. The Project Manager shall ensure that all task order performance and delivery schedules are met, provide sufficient on-site oversight and supervision to ensure all employees are functioning within their designated labor categories and at acceptable levels of performance, and are performing their designated assignments in a timely manner and that all reporting requirements are met. The Government reserves the right to direct the contractor to remove any contract employee who is not compliant with FAA Security Policy.

7.0 Labor Types and Qualification Requirements

The following labor categories may be required in the performance of tasks described herein. The contract personnel assigned to the tasks shall meet or exceed the qualifications described below:

a) **Junior Program Analyst.** Serves as an analyst in the evaluation of systems, programs, operations, functions, or organizations and/or their effectiveness, productivity, efficiency, or strategies. Requires knowledge of specific management principles and processes, and analytical/evaluative methods and techniques. Assists in planning, research, preparation and presentation of studies, analyses, evaluations, reviews, reports briefings, audits, etc. Requires a minimum of three (3) years experience performing analyses, studies and support as defined in the TPWS.

b) **Journeyman Program Analyst.** Serves as an analyst, or journeyman technician in the evaluation of systems, programs, operations, functions, or organizations and/or their effectiveness, productivity, efficiency, or strategies. Requires knowledge of management principles and processes, and analytical/evaluative methods and

techniques for assessing program development or execution. May require planning, research, preparation and presentation of studies, analyses, evaluations, reviews, reports briefings, audits, etc. Requires a minimum of five (5) years experience performing analyses, studies and operations/management support as defined in the TPWS.

c) **Junior Logistics Specialist.** Performs complex professional services in any of a broad range of logistics related disciplines, which include procurement/acquisition, supply support, distribution, maintenance, training, operations, certification, etc. Conducts in-depth logistics analyses, prepares feasibility studies; provides technical advice; performs conference reviews, audits, and evaluations. May serve as task leader for complex time sensitive logistics related tasks or work independently on small specialized projects. Requires a comprehensive knowledge of applicable DOT/FAA policies and concepts governing the operation and execution of the current FAA fleet of aircraft and logistics support requirements. This skill may also require a comprehensive knowledge of FAA budgetary and cost accounting regulations; and planning, programming, and management process to develop and manage program budget requirements. Requires a minimum of five (5) years experience performing management/operations support in the specified discipline. Must possess a related Bachelor of Science Degree or must have equivalent qualifications that were obtained through education, training, and/or work experience.

d) **Dispatch Operations Specialist:** Requires a basic knowledge of the aviation industry, aircraft dispatching, and the laws, regulations, and policies affecting the scheduling, dispatching, and tracking of aircraft. Shall possess a valid FAA Flight Dispatching Certificate in order to exercise the duties of an aircraft dispatcher. Responsibilities include scheduling, dispatching, coordinating, tracking of aircraft; and performing associated operational communications. May require assignment to a rotating shift covering 24 hours per day, 7 days per week.

e) **Journeyman Information Engineer**: Provides unique information systems analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized information engineering discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based information engineering requirements of the analyst/programmer. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues. At least eight years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of six years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only. A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for information engineering experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience.

f) **Sr. Functional Analyst**: Works closely with system analysts and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Works closely with system analysts. Provides assistance in the development of design deliverables. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues. At least nine years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated

Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only. A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required. Directly related education or training can be substituted for functional analyst experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

g) **Junior Functional Specialist:** Provides an identifiable level of technical expertise in the performance of complex, high level professional services in specific designated functional, operational, or organizational areas defined in the TPWS. Conducts studies, analyses, research; provides professional and consulting services; prepares reports and makes recommendations. Assists in the preparation and delivery of reports, briefings, and other presentations. Assists in conducting analyses, preparing feasibility studies; provides technical advice and performs conference reviews, audits, and evaluations. Conducts technical and functional research and presents findings. May work as a member of a task or project team. Requires a minimum of three (3) years experience performing work directly related to task(s) defined in the TPWS.

h) **Journeyman Functional Specialist:** A technical expert in their professional field with unique capabilities or a combined level of expertise in the performance of complex, high level professional services in specific designated functional, operational, or organizational areas as defined in the TPWS. Conducts studies, analyses, research; provides professional and consulting services; prepares reports, strategies and recommendations; prepares and delivers reports, briefings, and other presentations. Conducts analyses, prepares feasibility studies; provides technical advice; performs conference reviews, audits, and evaluations. May be required to serve as a task leader on highly complex time-sensitive, and important tasks. May work independently on an assigned project/task. Requires a minimum of five (5) years experience performing work directly related to task(s) defined in the TPWS.

i) **Senior Functional Specialist:** Considered the highest level technical expert in their professional field of expertise, with special and unique capabilities for performing and/or integrating very complex, high level professional services in several functional, operational or organizational areas as defined in the TPWS. Designs or conducts studies, analyses, research; provides professional and consulting services; and prepares presentations and recommendations. Prepares and delivers reports, briefings, and other presentations. Conducts analyses, prepares feasibility studies and strategies; provides technical advice; performs conformance reviews, audits; and evaluations. May be required to serve as a project or task leader on highly complex, time-sensitive, and important tasks. May work independently on assigned project/task. Requires a minimum of ten (10) years experience performing work directly related to task(s) defined in the TPWS.

j) **Project Manager and Alternate Project Manager**: Provides professional level of expertise/support in administering the contract in having a broad range of skills that encompass at least the minimum understanding/knowledge of all labor categories listed above. Shall have experience/skills and an in-depth knowledge of FAA standards and references used throughout this PWS in support of FIS, FAA's flight program support and FAA's aircraft maintenance systems and procedures currently in place. Provide supervision of contractors for day-to-day work monitoring, track billable hours, leave, etc. and follow all contract requirements. Both require a minimum of 4-year college degree or at least 8-year's experience on-the-job managing similar services/contracts of scope and size or type requirements. PM fee will need to be loaded into the bill rate for each of the contract labor categories.

Est. Staffing Levels

LABOR CATEGORY	Total	Location	
Jr Program Analyst	4	OKC	
Jrnymn Program Analyst	1	OKC	
Jr. Logistics Specialist	1	OKC	
Dispatch Operations Specialist	2	OKC	
Jrnymn. Information Engineer	1	OKC	
Sr. Functional Analyst	1	OKC	
Jr. Functional Specialist	1.75	1 OKC	.75 SAC
Jrnymn Functional Specialist	0.10	OKC	
Sr. Functional Specialist	0.75	OKC	
	12.60		

8.0 Task Assignments

The requirements identified by task may be ordered in accordance with the established pricing arrangement and provisions defined in the contract. For any task requiring a contract employee to be located outside Oklahoma, a remote site adjustment will be made based on contract terms and conditions. The TPWS may describe tasks of the following types.

(a) Level of Effort TPWS's will usually be employed when the nature of the task(s) is only generally understood as objectives, flexibility is desired in the approach, a deliverable end product(s) is difficult to define and the period of performance is defined by fiscal year or parts thereof.

(b) Completion TPWS's will usually be employed when the task(s) to be performed is clearly defined and identifies milestones or completion dates and an identifiable end product.

The Contractor Project Manager shall respond to the TPWS with a proposed assignment of employees who possess skills, education, and/or experience commensurate with requirements defined in the Labor Categories and Definitions and subsequent TPWS(s). Labor categories are defined in general terms, and individual TPWS(s) may define performance requirements in more specific detail (see section 5 of each TPWS). The contractor will be required to provide qualified contract employees within 10 working days after TPWS(s) are issued by the CO or vacancies occur on on-going TPWS(s). This work statement requires that the personnel assignments for engineering, technical, analytical, and program support meet the level of expertise defined in this document, experience, and demonstrated performance to deliver the highest level of quality support services.

8.1 Task Order Deliverables

The contractor shall furnish deliverables as specified and agreed upon in each Delivery Order. The contractor may be required to provide the COR with interim or in-work draft copies of document deliverables. The contractor shall provide interim or in-work copies in a format/style defined by the Delivery Order. The Government shall have ten working days, unless otherwise stipulated in the TPWS, to review and comment on draft deliverables. The contractor shall have five working days in which to finalize drafts that have been government-approved for delivery. Any documents requested as deliverables shall be submitted to the CO, in final form according to the established delivery schedule in the Delivery Order. Payment for services is subject to FIS review and acceptance of the performance ordered, delivery of reports, and proper invoicing by the Contractor.

Final deliverables shall be provided as follows unless otherwise defined in the Delivery Order

(a) Original document suitable as a camera-ready copy.
(b) Document hard copies as requested.
(c) Electronic media copy prepared on designated software.

9.0 Quality Assurance

The FAA will monitor the contractor's performance under this contract. When unsatisfactory performance is identified the CO, COR, or TM will request a meeting with the Project Manager to discuss corrective action(s).

Individual TPWS' may define performance requirements such as standards and/or acceptable quality levels; or include performance yardsticks such as production or completion per hour, percent of accuracy, or timeliness of deliverables. TPWS' may define the method(s), which the Government will use in performing quality assurance to evaluate the contractor's performance in meeting TPWS requirements. The absence of performance requirements in any TPWS shall not limit the rights or remedies of the Government under any other provision of the contract.

The government may use a variety of inspection methods to evaluate TPWS performance. The contractor will be informed of the method(s) to be used and if the method of inspection will change. The methods of surveillance which may be used are: random sampling of recurring output(s); one hundred percent (100%) inspection of output items on a periodic basis (daily, weekly, monthly, quarterly, semiannually, or annually) as determined necessary.

When performance is unacceptable, the Government will document the discrepancy and may recommend corrective action. The contractor shall determine why performance was unacceptable, how performance shall be returned to acceptable levels, and how recurrence shall be prevented. When deliveries are determined to be unacceptable, the Government shall return the submittal for corrective action. FAA remedies for unsatisfactory performance will be governed by contract provisions (reference AMS 3.10.4.20).

10.0 FAA Training

At the Government's option, training that is unique to the FAA may be provided to specific contractor personnel assigned to a task order. This unique training that is identified by the FAA will be provided at no cost to the contractor.